

Language is a powerful tool

Quality assurance

Few organisations are prepared to openly ask their clients to assess their services. VITS LanguageLink, however, does. It is one that not only encourages, but also openly facilitates such information exchange.

In 2004-05 VITS implemented its innovative Postcard Report designed to seek and encourage comments from the linguistically and culturally diverse communities on their level of satisfaction with VITS – our people, services, and overall performance.

Clients from 13 different language groups provided feedback. Their responses showed users found VITS' personnel prompt and friendly, and its services relevant and of a high quality.

These findings were backed up by a 2004 Quantum Market Research study that showed:

- A broad client and service base
- VITS provides services in more than 100 languages to effectively communicate with culturally and linguistically diverse clients, including:
- interpreting services in the legal, health and education fields
- specialist conference interpreting (simultaneous and consecutive modes)
- state-of-the-art telephone interpreting and multilingual information services
- multilingual video and audiovisual material production expertise
- training and professional development programs
- multilingual consultancy and marketing advice
- quality control, monitoring and evaluation of service provision.

- More than 95% of respondents are satisfied with VITS' overall service;
- 100% of clients are satisfied with VITS translation service;
- Fewer than 4% of respondents expressed any dissatisfaction with VITS' booking officers;
- 95% satisfaction with VITS' on site interpreting service, with not one client saying they were dissatisfied with the service; and,
- Nearly all clients (98%) found that bookings with more than 48 hours notice were met most of the time.



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VITS LanguageLink

Our world of languages

Incorporating specialist services for the legal, medical, corporate, mental health, education and community sectors.



VITS LanguageLink
Victoria's leading supplier
of interpreting, translating and
multilingual services



***We have interpreted for over 108,000 non-English speaking clients in 78 languages.**

***We have translated over 4,000,000 words in 68 languages.**

That's over 76,923 words a week, 10,989 a day, and 1,373 an hour.

Staying ahead of the pack

VITS LanguageLink continues to set the benchmark for the translating and interpreting sector in Australia.

Being a good corporate citizen is central to the way VITS LanguageLink does business. It is not an add-on or an after thought, but part of our day-to-day operations.

VITS researched qualifications, incentives and barriers faced by professional interpreters, as well as issues impacting on the self regulation of the sector, to examine how regulation could best benefit the industry.

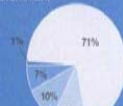
VITS is working to install internet based, web-cam supported, interpreter kiosks in regional communities with audio and visual links to Melbourne-based interpreters – connecting local sites' to interpreters in languages not serviced by local interpreters.

VITS LanguageLink continues to set the benchmark for the translating and interpreting sector in Australia.



600 new clients²

71% State government
11% Commonwealth government
10% Commercial
7% Not-for-profit organisations
1% Local government



²In 2004-05

¹These include sites such as the community health centre, hospitals, councils and VicRoads offices.

94% of bookings were undertaken by NAATI³ level III interpreters.⁴ However, we also interpret rare, as yet unaccredited languages.

³NAATI III is the highest level of accreditation available.

⁴In languages tested by NAATI at level III.

Supporting communities

In 2004-05, VITS LanguageLink put in place a range of activities – part of its good corporate citizen program. Valued at around \$400,000, these activities deliver on our commitment to support and advance linguistically and culturally diverse communities.

We have done this by:

- providing complimentary translation services for temporary protection visa holders;
- producing and freely distributing medical and legal glossaries in 15 community languages;
- continuing its successful multilingual telephone community health education campaign;
- developing and distributing free of charge, an interactive CD-Rom to train clients on how to get the most out of working with interpreters;
- providing free of charge cross-cultural communication training seminars for clients in regional Victoria; and
- holding free of charge tailored interpreter preparatory course for interpreters in regional Victoria.

Growing to meet demand

During 2004-05 almost 100 new contract translators and interpreters joined VITS LanguageLink.

Of these:

- 48% were NAATI level III
- 19% were NAATI level II (where level III is not tested)
- 34% were NAATI non-accredited in rare languages not yet NAATI tested – part of VITS commitment to service emerging language groups.

The National Accreditation Authority for Translators and Interpreters (NAATI) is the only accreditation authority in Australia.

Satisfied clients

We recently asked clients from 16 different language communities on how they found our service. Their responses told us:

- 100% of clients said the interpreters spoke the language they requested;
- 100% of clients found interpreters to speak clearly and confidently;
- 99% of clients felt comfortable conversing with the interpreter; and,
- 97% of clients thought the interpreter was punctual.

^{*}These statistics relate to the 2004-05 financial year only